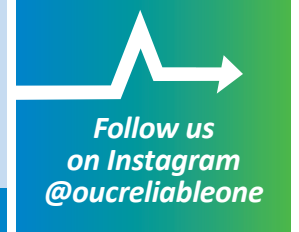




CONNECTIONS

News and Information from OUC—The *Reliable One* | FEBRUARY 2025



INTRODUCING PEAKSHIFT: COMMUNITY-OPTIMIZED ENERGY PRICING

OUC—The *Reliable One* is modernizing its electric service pricing with PeakSHIFT, a multiyear plan designed to make energy costs more equitable and encourage smarter energy use. Approved unanimously in December 2024 by OUC's Board of Commissioners, PeakSHIFT ensures we continue to prioritize reliability, affordability, sustainability, and resiliency while adapting to our community's evolving energy needs.

To ensure customers understand these opportunities, OUC will spend the next 24 months educating the community about PeakSHIFT. Neighborhood meetings in 2025 and 2026 will offer energy conservation tips and direct access to OUC representatives who can discuss upcoming changes.

PeakSHIFT includes four programs that will be rolled out gradually over the next several years. These include a relaunched, optional **SunChoice Solar** subscription program to expand community solar access, updated **TruNet Solar** compensation

for new rooftop solar customers effective July 1, 2025, **DemandLevel Pricing** to better align grid costs with usage, and the introduction of **Shift & Save**, an industry-proven time-of-day pricing plan that rewards customers for shifting electricity use to off-peak hours.

Together, these programs provide opportunities for customers to take better control of their energy bills while optimizing the grid for long-term affordability.

Learn how PeakSHIFT works, when these changes will take effect, and how they can help you save.

For details, visit oucblog.com/peakshiftnextsteps. By staying informed and making small adjustments to your electricity usage, you will not only save on energy costs but also help build a more efficient and sustainable energy future for our entire community.

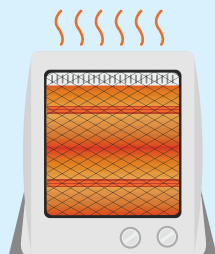


Prepare Now for Cold Weather

Florida's winter weather is here! OUC offers tips to keep your family safe

SPACE HEATER SAFETY

- **Check Heaters:** Inspect for frayed cords or loose connections. Don't use damaged units.
- **Three-Foot Rule:** Keep heaters three feet away from flammable items.
- **Flat Surfaces Only:** Avoid furniture or rugs to prevent fire risks.
- **Unplug When Not in Use:** Always turn off and unplug space heaters and electric blankets.
- **No Extension Cords:** Plug heaters directly into wall outlets.



FIREPLACE TIPS

- Open chimney flues before use.
- Use safety screens. Never leave fires unattended.

CANDLE SAFETY

- Place candles in sturdy holders.
- Keep away from flammable items and children.

SMOKE DETECTORS

- Check and replace batteries regularly.

PROTECT WATER RESOURCES

- Allow a trickle of water to run through exposed pipes and keep pool pumps running.

Learn more at OUC.com/coldweather.



Upgrade Costs with Efficiency Delivered

With OUC's Efficiency Delivered® program, a Conservation Specialist reviews your energy and/or water usage and inspects your home to determine what improvements could lower your utility bills, such as adding attic insulation or tuning up your air conditioner. Depending on the improvement, OUC may offer a rebate to help you save money.

To schedule a home evaluation by an OUC Conservation Specialist, call **407-423-9018**.



Adjust Irrigation Settings

When clocks move up an hour this spring, so too do the St. Johns River Water Management District's irrigation rules. Below are the days you're allowed to water your yard beginning with daylight saving time:

- **Saturday & Wednesday:** Homes with odd-numbered or no addresses
- **Thursday & Sunday:** Homes with even-numbered addresses
- **Tuesday & Friday:** Non-residential (commercial, public, industrial) properties

Remember to water only when necessary for no more than one hour per zone and never between 10 a.m. and 4 p.m. Learn more about watering restrictions at SJRWMD.org.



Daylight Saving Time Checklist

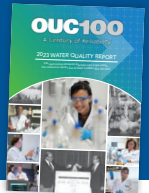
As clocks "spring forward" on March 9, be sure to follow this twice-a-year household safety checklist. Check or replace:

- Batteries in smoke and carbon monoxide detectors
- Expired items in your first aid kit
- Hurricane/emergency kit items
- Fire extinguisher pressure and expiration date
- Burned out or dimming exterior light bulbs
- Flashlight and weather alert radio batteries



2023 Water Quality Report

Learn more about H₂OUC via the 2023 OUC Water Quality Report at OUC.com/wqr2023. *En español* espanol.ouc.com/wqr2023.



OUC's Project CARE is Here to Help



Project CARE, OUC's emergency assistance initiative, supports OUC customers facing crises and risking utility service loss. Donations amplify impact, with OUC contributing \$2 for every \$1 donated. Easily contribute \$1, \$2, \$5, or a specified sum monthly via your bill. Funds are managed by Heart of Florida United Way, ensuring transparent, community-driven aid. Access your myOUC account, choose Billing & Payment, navigate to Project CARE, and click Enroll.

For OUC customers seeking help, dial 2-1-1 to connect with United Way, which guides eligibility. A maximum annual benefit of \$500 per household fosters vital community support during challenging times.



To help your fellow neighbors or to apply, visit OUC.com/ProjectCARE.

Para ver toda nuestra información en español, por favor visite espanol.ouc.com.



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